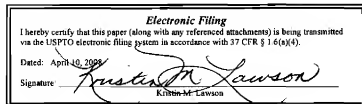


IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Michael P. Lilly, *et al.* Confirmation No.: 1577  
Application No.: 09/690,566 Group Art Unit: 3623  
Filing Date: October 17, 2000 Examiner: Van Doren, Beth  
For: System and Method for Determining and Reducing Customer Service Impact

MAIL STOP AMENDMENT  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450



Sir:

REPLY TRANSMITTAL LETTER

- ☐ A Preliminary Amendment.
- ☒ A Reply Responsive to the Office Action Dated **December 10, 2007**
- ☐ A Reply Supplemental to the Paper filed
- ☐ A Substitute Specifications (pages 1 - ) in clean form.
- ☐ A Substitute specifications (pages 1- ) with markings
- ☐ An Abstract is enclosed.
- ☐ \_\_\_\_\_ replacement sheets of drawings are enclosed comprising figures
- ☐ Request is hereby made to accept black and white photograph(s) in this case, as they are the only practicable medium for illustrating the claimed invention. One (1) set of black and white photographs comprising figure(s) is submitted herewith.
- ☐ Petition is hereby made to accept drawings(s)/photograph(s) in this case.

- ☐ Three (3) sets of color drawing(s)/photographs(s) and black and white photocopy that accurately depicts to the extent possible, the subject matter shown in the color drawings(s)/, are enclosed, comprising figures
- ☐ An amendment to the first paragraph in that portion of the Brief Description of the Drawings is also enclosed herewith advising that the patent contains at least one drawing/photograph in color.
- ☐ A Certified Copy of each of the following applications: is enclosed.
- ☐ An Assignee Power of Attorney is enclosed.
- ☐ Supplemental Information Disclosure Statement.
- ☐ Attached Form 1449.
- ☐ A copy of each reference as listed on the attached Form PTO-1449 is enclosed herewith.
- ☐ A Terminal Disclaimer is attached.
- ☐ Appendices as follows:
- ☐ Other
- ☐ **No Additional Fee is Due.**
- ☐ Application(s) has previously claimed small entity status under 37 CFR § 1.27.
- ☐ Application(s) by its/their undersigned attorney, claims small entity status under 37 CFR § 1.27 as
- ☐ This application is no longer entitled to small entity status. It is requested that this be noted in the files of the U.S. Patent and Trademark Office.

	REMAINING AFTER AMENDMENT	HIGHEST PAID FOR	EXTRA	SMALL ENTITY		NOT SMALL ENTITY	
				RATE	FEE	RATE	FEE
TOTAL CLAIMS	47	45	2	\$25 EACH	\$0	\$50 EACH	\$100.00
INDEP. CLAIMS	9	8	1	\$105 EACH	\$0	\$210 EACH	\$210.00
FIRST PRESENTATION OF MULTIPLE DEPENDENT				\$180	\$	\$360	\$
<input checked="" type="checkbox"/> ONE MONTH EXTENSION OF TIME				\$60	\$	\$120	\$120.00
<input type="checkbox"/> TWO MONTH EXTENSION OF TIME				\$225	\$	\$450	\$
<input type="checkbox"/> THREE MONTH EXTENSION OF TIME				\$510	\$	\$1020	\$
<input type="checkbox"/> FOUR MONTH EXTENSION OF TIME				\$795	\$	\$1590	\$
<input type="checkbox"/> FIVE MONTH EXTENSION OF TIME				\$1080	\$	2160	\$
<input type="checkbox"/> LESS ANY EXTENSION FEE ALREADY PAID				minus	(\$ )	minus	(\$ )
<input type="checkbox"/> TERMINAL DISCLAIMER				\$65	\$	\$130	\$
<input type="checkbox"/> OTHER FEE OR SURCHARGE AS FOLLOWS: Supplemental Information Disclosure Statement					\$ .00		
TOTAL FEE DUE					\$ .00		\$430.00

- ☐ A check in the amount of \$ .00 is attached. Please charge any deficiency or credit any overpayment to Deposit Account 02-2555.
- ☒ Please charge Deposit Account No. 02-2555 in the amount of **\$430.00**.
- ☒ The Commissioner is hereby authorized to charge any deficiency or credit any overpayment of the fees associated with this communication to Deposit Account No. 02-2555.
- ☒ Petition is hereby made under 37 CFR § 1.136(a) (fees: 37 CFR § 1.17(a)(1)-(4) to extend the time response to the Office Action of **December 10, 2007** to and through **April 10, 2008**, comprising an extension of the shortened statutory period of 1 month(s).

- ☒ The Commissioner is hereby requested to grant an extension of time for the appropriate length of time, should one be necessary, in connection with this filing or any future filing submitted to the U.S. Patent and Trademark Office in the above-identified application during the pendency of this application. The Commissioner is further authorized to charge any fees related to any such extension of time deposit Account 02-2555. This sheet is provided in duplicate.

Date: April 10, 2008



Shawn Li  
Registration No. 58,132

Blank Rome LLP  
One Logan Square  
130 North 18<sup>th</sup> Street  
Philadelphia, PA 19103  
Telephone: (215) 569-5500  
Facsimile: (215) 569-5555